

LEAK CHECK POLICY

The following is the Utility Billing Department policy for checking for leaks.

- If the customer receives their water bill and is concerned they may have a leak, the City will come out and do a leak check at the meter.
- Once the leak check is completed by the water technician, the work order will be sent back to the Billing Department, who will call the customer and let them know if they have a leak or not.
- If the customer does not have a leak and does not agree with the technician report of no leak, they are able to do a Usage Report for a fee of \$50, or, if they are concerned about the accuracy of the meter, an Accuracy Test for a fee of \$120.
- If the customer wants a technician to come back out to the residence and do another leak check within the same billing period, they will be charged a \$25 Service Fee.